

JUNEAU COUNTY POSITION DESCRIPTION

JOB TITLE: Intake / Records Clerk

DEPARTMENT: Department of Human Services

DIRECT REPORT TO: Support Services Manager

GRADE: 6

SALARY RANGE: See current wage scale **POSITION:** Full Time, Non Union, Non-Exempt

A. **ESSENTIAL FUNCTIONS AND GENERAL STATEMENT
OF DUTIES & RESPONSIBILITIES**

- Must be able to maintain strict confidentiality, have excellent interpersonal skills, pleasant personality, phone etiquette, helpful attitude, and understanding of persons compromised by mental illness or addiction.
- Must be able to communicate effectively with the public, even under duress, while maintaining composure and professionalism.
- Maintain, incorporate, and accurately account for all health records in paper and electronic format.
- Requires self-direction, sound time management, efficiency skills, and a team player.
- Possess extensive knowledge of instructions, procedures, and equipment used in the Records Office.
- Possess extensive knowledge of correct methods of input data form handling and proper order of forms.
- Ability to read and record information accurately.
- Ability to train other operators.
- Ability to understand need for security and confidentiality.
- Possess understanding of HIPPA privacy laws.
- Possess emotional maturity, objectivity, resourcefulness, initiative, reliability, and attention to detail.
- Ability to relate to a variety of staff and professions in a positive, professional manner.

DATA ENTRY:

- Create and input client demographics and data into the electronic health record system accurately.
- Input data into state reporting systems accurately.
- Attend necessary trainings/meetings involved with data entry systems.

RECORD KEEPING:

- Maintain electronic health record system and paper charts for all open and closed consumers in DHS.
- Accurately file/scan client records confidential information, medical documentation, consents, client rights, and other required content accurately and in a timely manner.

- Process record requests and letters of certification of records when requested accurately and in a timely manner. Ensure signed release forms accompany requests. Update Record Release Excel spreadsheet of detailed information of who, what and when the release was provided. Scan cover letter with detailed information of the release into the client record.
- Provide assistance to professional staff following the Records Room policy.
- Prepare and review files for the Medical Director.
- Fax and file/scan prescription re-fill requests as directed by Medical Director.
- Provide files for auditing purposes.
- Purge files following guidelines set forth by County policy.
- Be available for court appearances when necessary as the agency records custodian.

ELECTRONIC HEALTH RECORD HELP DESK:

- Provide help desk support for the electronic health record system.
- Liaison between the Billing Department and Professional staff for PPS state reporting.
- System setup - understand the need for security and confidentiality and also involving the Finance Department as needed for billing purposes.
- Help train staff on electronic health records system.
- Attend necessary trainings/meetings involved with electronic health record systems.

INTAKE:

Behavioral Health and AODA

- Provide information regarding Mental Health and/or AODA programs by phone or in person.
- Complete consumer interviews including suicide assessments by phone or in person obtaining personal, medication, insurance, physician, and past hospitalization information.
- Complete yearly AODA SAP-SIS report with information garnered from billing department and state.

Crisis

- Complete interviews with consumers for suicide assessments by phone or in person obtaining personal, medication, insurance, physician, and past hospitalization information.
- Complete interviews with law enforcement, hospitals and crisis staff including after hours on crisis situations.

General Information

- Provide contact information for local resources including housing, employment, daycare, food pantries, legal assistance, and other county programs.

CLERICAL:

- Cross-train Support Staff to back-up all Intake and Records responsibilities.

- Back up Receptionist staff as written in the DHS Receptionist job description as needed.

B.

QUALIFICATIONS/EDUCATION/EXPERIENCE

Associates degree in medical records with training or experience is preferred or supplemented by courses in additional business school training and three years of office experience, including typing, of which one year shall have been equivalent to the Juneau County Courthouse Group, grade level 6 or any equivalent combination of training and experience.

PERSONAL ATTRIBUTES NECESSARY

Responsible for the strict maintenance of client confidentiality. Assures that records that contain client names or other personal information are not visible to the public during office hours and are stored securely during non-office hours. Does not discuss client cases or other confidential agency information with anyone (staff or collaterals) at any time, unless there is a demonstrable need to know and a signed authorization to release information (as appropriate). Does not discuss client cases or other confidential agency information with members of the general public, including members of his/her family.

Responsible for making suggestions to improve program operations, existing service delivery systems, service selection and coordination on a systemic or individual client basis. Responsible for identifying problems and barriers and for recommending appropriate solutions. Responsible for contributing to a productive, harmonious, and cooperative work environment.

Must demonstrate a strong skill in establishing priorities; be able to review work and resolve issues in all clinical settings; and have the ability to multitask to achieve desired end results for all associated parties.

Must demonstrate practical knowledge of the targeted service field being supported (Mental Health; Substance Abuse, etc.). Maintain communication with various members in the service site setting. These communications skills should demonstrate the ability to identify issues, solicit cooperation, and obtain support for programs.

Highly professional and skilled interpersonally in order to work with clients who are compromised by mental illness or addiction.

Must be able to demonstrate emotional maturity, maintain positive rapport with all staff, and demonstrate teamwork in service

C.

ENVIRONMENTAL WORKING CONDITINS AND PHYSICAL DEMANDS OF THE POSITION

Office setting. Must be physically able to sit at desk, walk to multiple work stations, and

handle bending, stooping, pushing, and lifting. Must have the ability to hear and speak clearly. Must also possess quick thinking and decision making abilities.

D.

EQUIPMENT USED

Computer, typewriter, Digital dictation, copier, fax, telephone switchboard and other office equipment.

EEOC/AA/ADA

Juneau County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

This position description has been prepared to assist defining job responsibilities, physical demands, working conditions and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees under supervision. The County retains and reserves any or all rights to change, modify, amend, add to or delete, from any section of this document as it deems, in its judgment, to be proper.

Revised 03/01/2018